

## **POLICE COMMUNICATIONS OFFICER**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses responsible entrance-level work in operating police communications equipment, keeping records, and other duties in the communications center of the police department. Employees of this class answer police telephones, dispatch police units, and keep simple records of these activities following department procedures. Duties of this class are non-supervisory in nature and require the ability to act independently following standard operating procedures. Police Communications Officers report to and have work reviewed by the Assistant Police Chief.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Takes complaints from citizens, either in person or over the telephone, and obtains as much information as possible. Determines unit to be dispatched by using physical files or computer indexes. Dispatches unit following departmental procedures. Keeps track of the location and status of each unit at all times. Takes requests for assistance from units and provides for requested assistance following departmental procedures. Relays information or answers questions which come in by radio from field units or refers questions to appropriate supervisor.

Operates teletype and computer to send or receive messages. Watches or listens to equipment which registers burglar alarms. Listens to other radio frequencies such as sheriff's department, state police, or fire department, as required by department policy to keep track of activity in area covered. Notifies special units or agencies designated by department procedures in special or emergency situations. Answers all police department non-emergency telephones and takes appropriate action as designated by department policy. Operates office paging or intercom system to relay messages and information to department personnel.

Tests equipment and police radios by sending or receiving messages to insure proper readiness for service. Provides for the repair of any malfunctioning communications equipment according to department procedures.

Collects money for fines or bonds from the public or manages

petty cash fund, keeping appropriate records.

Personally competes any records required to document activity of the department.

Performs any related duties assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which will be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.